

WHAT IS CLAIMED IS:

1 1. A method for managing a plurality of failures in a video and data
2 network comprising:
3 discovering a failure in the video and data network, wherein the failure is a
4 root cause;
5 correlating the root cause failure with the plurality of failures to determine
6 related failures generated as a result of the root cause failure;
7 suppressing the related failures;
8 determining if the root cause failure is automatically resolvable; and
9 if the root cause failure is automatically resolvable, resolving the root cause
10 failure.

2 2. The method of claim 1, wherein the video and data network comprises
a Digital Subscriber Line (xDSL) network.

3 3. The method of claim 1, wherein the video and data network comprises
a Very high bit rate DSL (VDSL) network.

4 4. The method of claim 1, further comprising creating a repair ticket for
the root cause failure.

5 5. The method of claim 1, wherein correlating the failure comprises:
interacting with a physical network transport inventory; and
6 determining upstream and downstream physical network elements from the
7 failure.

8 6. The method of claim 5, wherein correlating the failure comprises:
9 correlating related failures from the upstream and downstream physical
10 network elements with the failure.

1 7. The method of claim 1, further comprising determining one or more
2 user's affected by the root cause failure.

3 8. The method of claim 7, wherein determining one or more user's
4 affected by the failure comprises using customer data to correlate the one or more users to the
5 failure.

1 9. The method of claim 7, , further comprising notifying the one or more
2 user's affected by the failure.

1 10. The method of claim 7, further comprising opening a repair ticket in
2 one or more records of the one or more user's affected by the failure.

1 11. The method of claim 10, further comprising determining when the
2 failure was resolved.

1 12. The method of claim 11, further comprising closing the repair ticket in
2 the one or more records of the one or more user's affected by the failure when the failure has
3 been resolved.

1 13. The method of claim 12, further comprising notifying the one or more
2 user's affected by the failure when the failure is resolved.

1 14. The method of claim 11, further comprising validating the resolution
2 of the failure.

1 15. The method of claim 14, wherein validating the resolution of the
2 failure comprises testing a physical connectivity of the video and data network.

1 16. The method of claim 14, wherein validating the resolution of the
2 failure comprises testing a virtual connectivity of the video and data network.

1 17. The method of claim 1, further comprising storing the failure in a
2 history of failures.